Pennsylvania Highmark Wholecare: EDI Onboarding

October 2024

EDI Onboarding : Agenda

> Provider Landscape

> Map To EVV Mastery: EDI Onboarding

> Services in scope

> How to initiate integration

> Data Exchange Workflow

> EDI Integration Checklist

> Key Takeaways

> Next Steps

> Questions?

Provider Landscape

Attendees to today's webinar should identify as one of the following:

Existing EDI Providers:

You already have an HHAeXchange portal and are already integrating data to HHAeXchange for another linked contract in Florida.
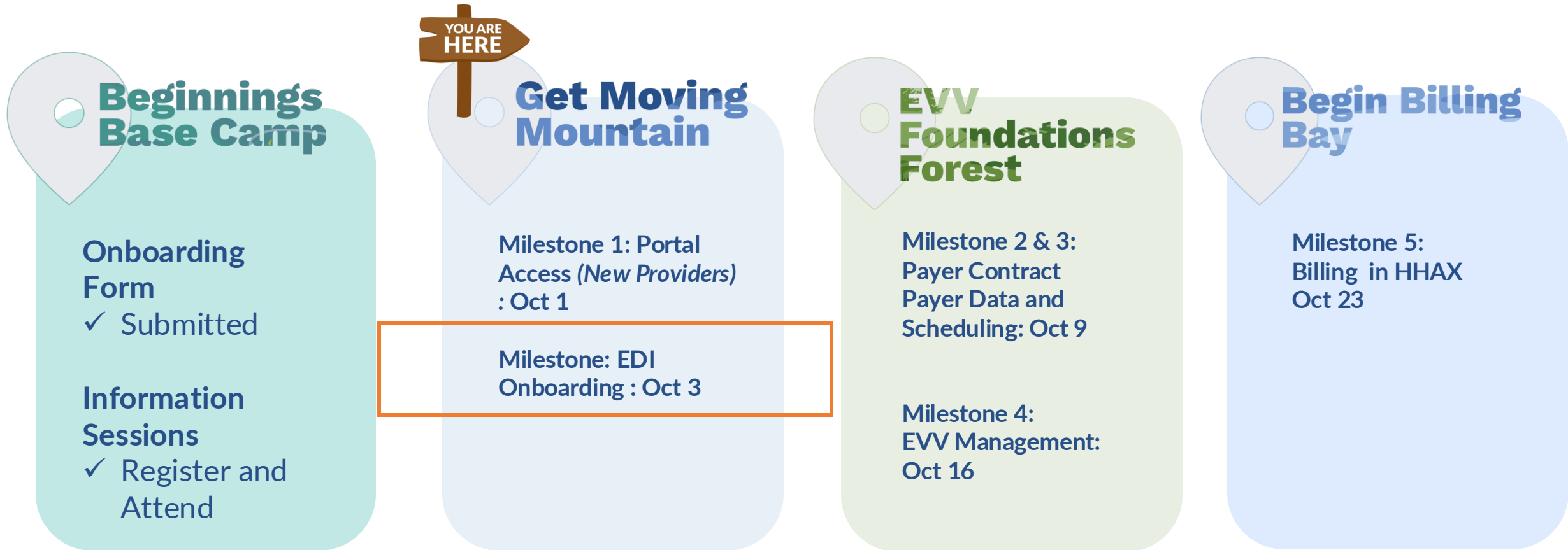
New Agency Providers:

You do not have an HHAeXchange portal today but have completed the onboarding form and have selected to use a third party EVV system.

Provider Milestones

Beginnings Base Camp

Onboarding Form
✓ Submitted

Information Sessions
✓ Register and Attend

YOU ARE HERE

Get Moving Mountain

Milestone 1: Portal Access *(New Providers)* : Oct 1

Milestone: EDI Onboarding : Oct 3

EVV Foundations Forest

Milestone 2 & 3: Payer Contract Payer Data and Scheduling: Oct 9

Milestone 4: EVV Management: Oct 16

Begin Billing Bay

Milestone 5: Billing in HHAX Oct 23

Provider Go Live: Nov 1, 2024

Key Takeaways

Throughout today's training presentation, you will see this icon. It highlights important information, which we will summarize as key takeaways at the end of today's training.

Services in Scope

Services in Scope

Effective 11/1/24

- Physical Therapy
- Speech Language Therapy
- Home Health Aid
- Occupational Therapy
- Skilled Nursing (RN/LPN)
- Prenatal, Postnatal, Diabetes Outpatient Training, Pure Tone Audiometry

Service Codes can be found on PA DHS legends tab, please click on link to download spreadsheet.

How to
Initiate Integration

Get Ready for EDI Onboarding New Providers

🥾 Visit the HHAeXchange Third-Party EVV Integration Knowledge Base

🔍 1. Review important resources found under Documentation > EDI

🤝 2. Share Import and Export guides with your EVV vendor to determine if integration can be done (See Appendix).

🎟️ 3. Create ticket for EDI team to request integration.

How to Initiate Integration

How do I contact the EDI team to initiate EDI integration?

- Contact the HHAX Provider Integration team via the Client Support Portal: <u>EDI support</u>

- Provide the following information:
  - o Provider legal name
  - o Provider 9-digit Federal Tax ID Number

Get Moving Mountain

Get Ready for EDI Onboarding
Existing Providers

No action is needed.

HHAeXchange will handle linking and integration set up of Pennsylvania Highmark Wholecare contract to your portal.

⚠️ Existing providers be aware of updated PA EDI Codes (See Appendix).

Data Exchange Workflow

EDI Provider
Data Exchange Workflow

Payer sends Member Demographic and Authorization data files to HHAeXchange

Contains member demographic information; creates member's record in HHAeXchange

Contains authorization data (date range, units, service code)

Third Party Provider / EVV Vendor sends Visit Records & Caregiver Info

Response Status

- **Success**

- **Failed**

How to prepare for EVV integration testing

V5 Integration Process

1. Initiate a ticket with [Provider EDI Integrations](#) to begin the integration process.
   - New Vendors and providers with proprietary systems need to complete V5 format testing using the [HHAeXchange File Format Validation Portal](#).
   - If your 3rd party vendor sends us billing rates please call out that you need EDI billing rates enabled on this ticket.

2. After successful file format testing, the integration process begins.

3. The Vendor Relationship team contacts the provider within the created ticket to complete the integration process.

Data Transmission Details

Transmission Frequency and Limits

- HHAX provides transaction statuses on response log in the SFTP, once the import file is processed. If your vendor doesn't display CSV files they are available in Admin > EDI Tool.

- Imported data files will be processed every night. Once processing is complete the visits will be visible on the patient's calendar.

- Note that caregiver profile data will be imported to HHAX via the visit import

EDI Intergration Checklist

EDI Integration Checklist (Existing Providers)

- ☑ Attend an [Informational Session Recording](#) | [Slides](#)
- ☑ Attend EDI Onboarding Webinar
- ☐ Review and share [guides](#) with your EVV vendor
- ☐ Attend Milestone 2 & 3: Payer Contract/Data & Scheduling Training (Oct 9)
- ☐ **Go-Live: 11/1/2024**

EDI Integration Checklist (New Providers)

☑ Attend an [Informational Session Recording](#) | [Slides](#)

☑ Attend training Milestone 1: [Portal Access](#) (Oct 1)

☑ Attend EDI Onboarding Webinar

❑ Review and share [guides](#) with your EVV vendor

❑ Access HHAeXchange Provider Portal (TBD)

❑ Attend Milestone 2 & 3: Payer Contract/Data & Scheduling Training (Oct 9)

❑ Create ticket for EDI team to request integration

❑ Complete Testing if required

❑ Integration completed by EDI Team.
  ❑ Call out to enable EDI Billing rates on this ticket if you wish to send us billing rates and your vendor supports sending us rates via the visit import file. Please note this is optional.

❑ **Go-Live: 11/1/2024**

Key Takeaways

Key Takeaways

Visit the [HHAeXchange Third-Party EVV Integration Knowledge Base](#)

Contact the HHAX Provider Integration team via the Client Support Portal: EDI support

Existing Providers- no action is needed, HHAeXchange will link and complete integration the PA Highmark Wholecare contract.
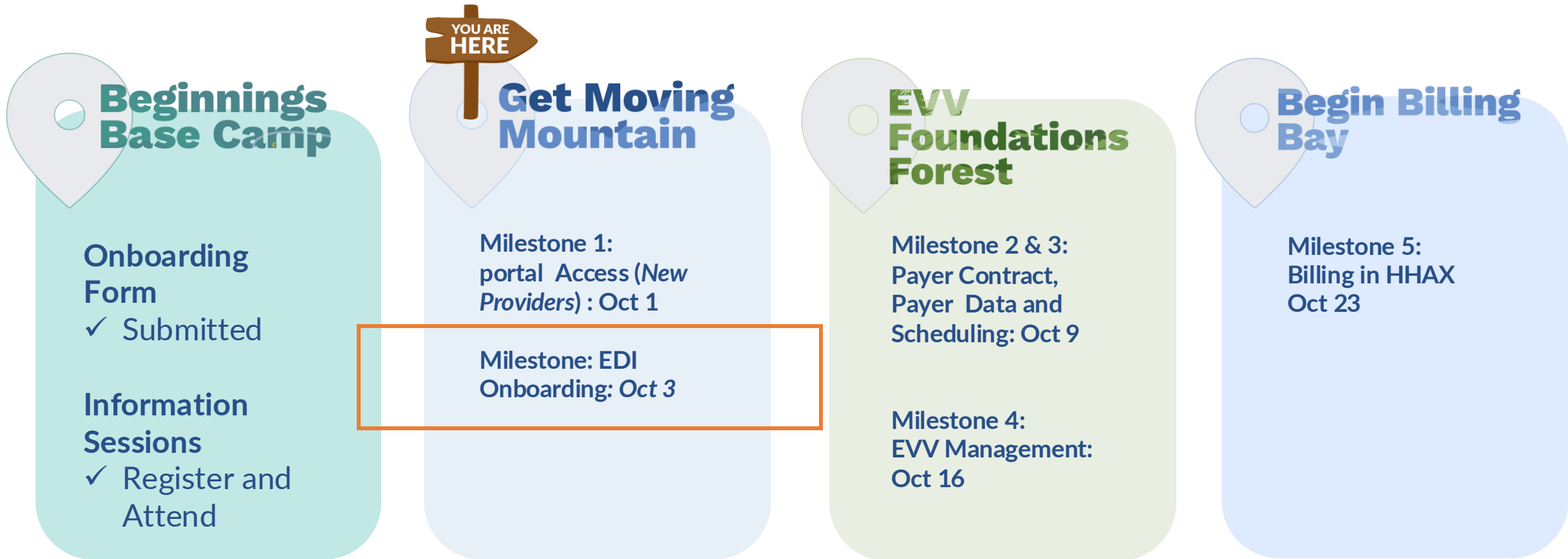
Caregiver information will be loaded into HHAX when the visit is transferred from the vendor system.

Next Steps

Provider Milestones: All Providers

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- ✓ Submitted

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Get Moving Mountain

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Get Moving Mountain

Milestone 2 & 3:
Payer Contracts/Data & Scheduling

Milestone 2 & 3:

- Register for Milestone 2 & 3 training.

- Learn how to search and update payer contracts.

- Learn how to validate office configuration.

- Attend Milestone 2 & 3 Training Webinar: Oct 9

Milestone 2 & 3:
Payer Contracts/Data & Scheduling

How Do I Register?

- Use the QR code on this slide
- Complete the Zoom Registration Form
- Receive an email confirmation link to join the zoom webinar.

Who Should Attend Milestone 2 & 3 ?

- All Providers
- Agency Administration

What if I'm Unable to Attend?

- You will receive a follow up email with recording and next steps.

Provider Resources

The State Info Hub will be your primary source of information throughout this implementation to stay up to date on all information and dates.

**HHAeXchange
Pennsylvania Info Center**
Pennsylvania Information Center | HHAeXchange

**HHAeXchange
EDI Knowledge Base**
EDI Knowledge Base

Questions?

Pennsylvania Information Center Page

Register for Milestone 2 & 3

Appendix

Review and share these links with your EVV Vendors!

- PA EDI Code Table
- Homecare Provider Visit Import and Export Integration (v5)
- HHAeXchange File Format Validation Portal
- Homecare Common EDI Import Failures

EDI Support

- Provider EDI Integrations